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April 6, 2009

VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY

Ms. Darlene Standley
Utility Division Chief
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
(615) 741-3939

Re: Long Distance Consolidated Billing Co.
Docket No. 09-00028

Dear Ms. Standley:

Enclosed please find for filing an original and four (4) copies of the responses to Data Request No. 1 for Long Distance Consolidated Billing Co. This filing has been electronically submitted on April 6, 2009.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions or if I may provide you with additional information, please do not hesitate to contact me.

Respectfully submitted,



Charlotte Lacey
Legal Assistant to Lance J.M. Steinhart
Attorney for Long Distance Consolidated Billing Co.

Enclosures

cc: Jan Lowe



April 3, 2009

VIA OVERNIGHT DELIVERY

Chairman Eddie Roberson
c/o Sharla Dillon, Dockets & Records Manager
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Re: Docket No. 09-00028; Application of Long Distance Consolidated Billing Co.
for Certificate to Resell Telecommunications Services in Tennessee

Dear Chairman Roberson:

Please find below Long Distance Consolidated Billing Co.'s ("LDCB's" or "Company's") responses to the data requests contained in Darlene Standley's letter dated March 9, 2009. Please find enclosed for filing an original and four (4) copies of this response letter. An electronic copy of this response letter has been sent via e-mail to sharla.dillon@tn.gov on April 3, 2009. Please acknowledge receipt of this filing by file-stamping and returning the extra copy of this letter in the self-addressed, stamped envelope provided for this purpose.

1. *Is the company requesting authority to resell interexchange services, local services, or both? The application included an intralata presubscription implementation plan, suggesting the company would be providing local service. However, the application itself only requests resold interexchange (long distance) authority. Please clarify the specific authority being sought.*

Response: LDCB is only requesting authority to resell interexchange services, including intraLATA toll and interLATA toll.

2. *Have there been consumer complaints filed against the company with any state or federal agency in the past 5 years? If so, describe the nature of the complaint(s), agency that received the complaint, and how the complaint(s) were resolved.*

Response: LDCB has implemented strict policies and operating procedures to ensure that its customers receive quality service and support, and to ensure that its business and marketing practices do not violate applicable consumer protection laws and regulations (e.g., by submitting unauthorized carrier changes, or "slamming" customers). However, in the due course of business, slamming complaints have been filed against the Company, in the past five years, with the Federal Communications Commission ("FCC"), as well as with state agencies in the states that LDCB provides service.

The Company has promptly and in good faith addressed and responded to any such complaints that it received. LDCB has generally responded to slamming complaints by providing: a) any available background information based upon its customer service records; b) a copy of the third party verification ("TPV") recording associated with the complainant; and c) any other information requested by the FCC or state PUCs. If the FCC or state agencies found that LDCB had committed a slam, the Company promptly refunded charges that were billed to the complainant.

3. *Describe in further detail how the company intends to market its services in Tennessee? Will the company use telemarketing in Tennessee? Is the company aware of and willing to comply with Tennessee's Do Not Call List for telemarketers?*

Response: The Company will utilize live telemarketers to market its services in Tennessee. LDCB is aware of and willing to comply with Tennessee's Do Not Call List for telemarketers.

4. *Will the company use a third party verifier? If so, provide the name and contact information for the verifier and a copy of the script to be used.*

Response: LDCB currently utilizes the TPV services of VoiceLog Verification. VoiceLog's contact information is:

VoiceLog Verification
Shannon Cipolla
580 Burbank Street, Suite 120
Broomfield, Colorado 80020

410-744-0302
Shannon.cipolla@voicelog.com

The Company may also use the TPV services of Capitol Verification in the future. VoiceLog

Capitol Verification
Dave Buss
P.O. Box 184
Ortonville, MN 56278
800-345-4156 ext. 1025
dbuss@dccsolutions.com

Copies of LDCB's TPV scripts used by VoiceLog Verification and to be used by Capitol Verification are attached as Exhibit A.

5. *Provide a sample letter of authorization to be used by the company.*

Response: A sample letter of authorization is attached as Exhibit B.

6. *Clarify the position of Jan M. Lowe with the company. The signature page lists her as both President and Secretary of the company.*

Response: Jan M. Lowe is currently the Company's only officer, and serves in the capacity of both President and acting Secretary.

7. *Provide information regarding any additional officers or staff of Long Distance Consolidated Billing Co. Include background information for each officer of the company and all key management personnel, including, but not limited to, educational background including the names and locations of educational institutions attended, dates of attendance, and degree(s) earned; detailed work history, including employer names and addresses, titles/positions held, duties and responsibilities, achievements, dates of employment, supervisor names and contact information; and a description of relevant telecommunications and business experience and applicable skills. Additionally, provide a detailed description of the current duties and responsibilities of each officer and all key management personnel.*

Response: As indicated in response to Question 6, above, Jan M. Lowe is currently the only officer of LDCB. Ms. Lowe oversees all of the Company's operations. Ms. April L. Copeman serves as

Administrative Manager of LDCB's Regulatory Division, serves as the personal secretary to the President, and manages the Company's office matters, phone lines, and regulatory filings. The Company also utilizes the services of an outside consultant, Mr. William Vanderploeg, to assist with technical issues, among other things. An updated biography for Ms. Lowe and the resumes of Ms. Copeman and Mr. Vanderploeg are attached as Exhibit C.

8. *Provide proof of line 5000, "Network Charges" listing in the company's financials.*

Response: Line 5000 ("Network Charges") represents charges billed to LDCB, by its underlying carriers, for the interexchange services that the Company resells. Copies of invoices summarizing these charges have been attached as Exhibit D.

9. *What constitutes the amount in line 5070, "Marketing Services" in the company's financials?*

Response: Line 5070 ("Marketing Services") represents payments made to companies that provide telemarketing sales services to the Company.

10. *What constitutes the amount in line 5100, "Outside Services?"*

Response: Line 5100 ("Outside Services") represents payments made to companies providing LDCB with TPV services and regulatory compliance services, and consulting services, as well as other companies providing LDCB with any other type of services (e.g., cleaning services).

11. *Lines 5300 and 5320 indicate at least 2 wage earners in the company. Provide the information requested in question 5 for those staff members.*

Response: The information for Ms. Copeman has been provided in response to Question 7, above.

12. *Provide three year projected financial information for Long Distance Consolidated Billing Co.*

Response: LDCB is a small company, and does not prepare projected financial information.

13. *Provide a sworn statement from an officer of the company that all applicable state, federal and TRA laws and rules will be adhered to.*

Response: The sworn statement of LDCB's President, Jan M. Lowe, is attached as Exhibit E.

14. *Will the company install any equipment at the customer's location? If so, what equipment.*

Response: LDCB will not install equipment at the customer's location.

15. *Does Long Distance Consolidated Billing Co have its own PICC code?*

Response: LDCB does not have its own PICC code.

16. *In regard to tariff item 2.5.4, will the company inform the customer that they must notify their local carrier, as well as Long Distance Consolidated Billing Co, when the customer terminates the service agreement? Will this notification be verbal or in writing? Provide the language to be used.*

Response: LDCB will inform the customer verbally when the customer wishes to terminate services that "Long Distance Consolidated Billing Co. cannot change your long distance service provider on your behalf, and you will need to notify your local phone provider to change your long distance provider, or contact a new long distance provider to initiate a service change. Until you take these steps, you will continue to be responsible for any long distance charges incurred through the use of our long distance service."

17. *Explain item 4.9 on original tariff sheet 33, which states "A dial around surcharge of \$0.90 per call will be added to any completed intrastate toll access code and subscriber toll-free 800/888 type calls placed from a public or semi-public payphone."*

Response: Section 4.9 of LDCB's tariff describes payphone surcharges that are assessed for calls placed from payphones using toll-free access numbers. A portion of these charges are used to compensate the payphone provider. However, LDCB does not currently offer calling card services and does not assess these charges.

Long Distance Consolidated Billing Co.
Docket No. 09-00028
Response to Data Request
April 3, 2009

Exhibit A

(TPV Scripts)

Long Distance Consolidated



IF THE CUSTOMER HAS ANY QUESTIONS, PLEASE DO NOT ATTEMPT TO ANSWER, INSTEAD REFER BACK TO THE LDCB REP.

1. Hello my name is **John Smith** with VoiceLog. I just need a minute of your time to verify and confirm your account information. This verification is recorded, is that OK?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Referred back to client - CODE 30 If no tell the customer: OK I will return you to your representative for further questions.
--	--

2. What is your Representative ID?

Rep ID: <input type="text"/>	Enter exactly as stated - both number(s) and letter(s) (MUST be provided) If not complete End Call: Referred back to client - CODE 30
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3. What is the customer's first and last name?

First Name <input type="text"/>	(MUST be provided, ask Agent to spell if difficult.) If not complete End Call: Referred back to client - CODE 30
Last Name <input type="text"/>	

4. What is the customer's title in the company?

Title: <input type="text"/>	(MUST STATE Title) If not complete End Call: Referred back to client - CODE 30
-----------------------------	--

5. What is the customer's main billing number?

BTN: <input type="text"/>	(MUST STATE BTN) If not complete End Call: No BTN - CODE 35
---------------------------	---

6. Please state any additional numbers.

Representative will give all additional WTN's and say "complete" after the last WTN.

(800, 866, 877, 888 and any other Toll free numbers not allowed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

7. Billing Name:

<input type="text"/>	(MUST be provided) If not complete End Call: Referred back to client - CODE 30
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8. Billing Address:

Street <input type="text"/>	(MUST be provided) If not complete End Call: Referred back to client - CODE 30
City <input type="text"/>	
State <input type="text"/>	
Zip <input type="text"/>	

9. Usage:

\$ <input type="text"/>	(MUST be provided) If not complete End Call: Referred back to client - CODE 30
-------------------------	--

9a. Representative, thank you for connecting the call please clear the line.

**ALL ADDITIONAL QUESTIONS TO BE ANSWERED ONLY BY THE CUSTOMER
(REP CANNOT SPEAK AT ALL, IF SO CANCEL)**

10. Customer, is all this information correct?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES but acceptable to edit Q. 3 or Q. 7 (names)) If no End Call: Referred back to client - CODE 30
--	--

REMINDER - DO NOT ANSWER ANY QUESTIONS FROM THE CUSTOMER. ANY QUESTIONS, REFER BACK IMMEDIATELY TO THE LDCB REP.

11. Today's date is **August 22, 2008**

12. Are all of the business lines on the same bill?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Referred back to client - CODE 30 If no tell the customer: OK I will return you to your representative for further questions.
--	---

13. Are you Correct?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: No name - CODE 1 If no tell the customer: OK I will return you to your representative for further questions.
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14. Your title is Correct?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Referred back to client - CODE 30 If no tell the customer: OK I will return you to your representative for further questions.
--	---

15. Are you over the age of 18 and the authorized person to have Long Distance Consolidated Billing provide this new long distance service for the business/locations?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Not decision maker - CODE 28 If no tell the customer: OK I will return you to your representative for further questions.
--	---

16. Is it your intention to change your long distance service provider to Long Distance Consolidated Billing Co.?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Customer Refuses Service - CODE 18 If no tell the customer: OK I will return you to your representative for further questions.
--	---

17. Do you understand that this includes service for all long distance calls, including international calls? Correct?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Customer Refuses Service - CODE 18 If no tell the customer: OK I will return you to your representative for further questions.
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18. Do you also want Long Distance Consolidated Billing to provide for your regional toll calls? Correct?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Customer Refuses Service - CODE 18 If no tell the customer: OK I will return you to your representative for further questions.
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19. Currently spending approximately \$ a month in long distance?

<input type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Referred back to client - CODE 30 If no tell the customer:
--	---

	OK I will return you to your representative for further questions.
--	---

20. There is a Monthly Recurring Charge of \$5.00.

21. For verification purposes we simply need your month and year of birth.

DOB: <input type="text"/>	(Enter DOB as MM/YYYY) (MUST BE Provided) If not complete end call: No or insufficient DOB - CODE 5 If no tell the customer: OK I will return you to your representative for further questions.
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22. The date of birth you have given me is: .

23. The telephone number(s) with your new long distance is/are
Correct?

<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	(MUST STATE YES) If no End Call: Incorrect BTN stated - CODE 60 If no tell the customer: OK I will return you to your representative for further questions.
---	---

24. Do you have any additional lines at this location?

<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	(CAN BE YES OR NO, If the customer has additional numbers but does not know the numbers, please continue to do the verification for the numbers that have been previously stated.)
---	---

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

25. The call you received was made by a representative of Long Distance Consolidated Billing which is independent of your local telephone company. Your new long distance service starts in 5-10 days provided by Long Distance Consolidated Billing. All long distance charges will be included in your local telephone company billing statement with a flat rate of 15 cents per minute for long distance calls made within the United States and Canada only, International rates will vary. If you have any further questions you can reach LDCB at their Customer Service number (866) 720-3146. Thank you and have a nice day.

After the customer has disconnected state the verification number to the representative. Simply state, rep will remain on mute: The Verification number is **1063626**.

Verified	Non-Verified	Reason:	Select a reason
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Version: REV0861_LD Consolidated VSS v_1_4-2

GROUP: LDCB

PROJECT: LDCB

Active Date: 3/13/2009

Inactive Date:

Call in procedure:

Dial in number: XXXXXXXXXX

Verifier answers: Verification XXXXX (gives verifier id)

Marketing Rep gives the following information:

Group: LDCB

BTN: ###-###-####

REPID: E ###

Agency: LDCB

Project Choice: LDCB

Hello my name is _____ with Capitol Verification Inc, I just need a minute of your time to verify and confirm your account information. This verification is recorded, is that OK (Yes or no, cancel if not okay)?

Rep Gives the following acct info:

- * Customers first and last name?
- * Customers title in the company?
- * Additional telephone numbers?
- * Billing Name?
- * The Address?
- * City (Repeat if uncertain)
- * State (Repeat if uncertain)
- * Zip Code (Repeat if uncertain)
- * Usage?

Representative, thank you for connecting the call please clear the line.

(ALL ADDITIONAL QUESTIONS TO BE ANSWERED ONLY THE CUSTOMER, REP CANNOT COME ON THE LINE)

Mr./Ms. _____ is all that information correct?

Today's date is _____.

Are all of the business lines on the same bill?

Are you _____ (contact)?

Your title is _____?

Are you over the age of 18 and the authorized person to have Long Distance Consolidated Billing provide this new long distance service for the business (locations) (YES)?

Is it your intention to change your long distance service provider to Long Distance Consolidated Billing Company?

Do you understand that this includes service for all long distance calls, including international?
Correct?

Do you also want Long Distance Consolidated Billing to provide for your regional toll calls?
Correct?

Currently you are spending approximately \$_____ a month in long distance?

There is a monthly recurring charge of \$5.00.

For verification purposes we simply need your month and year of birth. The date of birth you have given me is (repeat month and year)

The telephone number(s) with your new long distance are _____ (read back BTNs)
correct?

Do you have any additional lines at this location?

The call you received was made by a representative of Long Distance Consolidated Billing which is independent of your local telephone company. Your new long distance service starts in 5-10 days provided by Long Distance Consolidated Billing. All long distance charges will be included in your local telephone company billing statement with a flat rate of 5.9 cents per minute for all Interstate calls (State to State) within the United States. <<Group4IntraStateRate>>

If you have any further questions you can reach LDCB at their Customer Service number (866) 720-3146. That's all the information I need. I will need to call you back immediately to complete the verification process

May I reach you at: (____) ____-____?

Is there an extension number needed to reach you directly?

Please hang up your phone and I will call you right back at this phone number to finish the verification process.

CALLBACK:

Hi, may I speak with _____ (contact)?

This is _____ with Capitol Verification. Your telephone number has now been confirmed through our callback and thus completes the verification process. Thank you for your time and have a great day.

Long Distance Consolidated Billing Co.
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Exhibit B

(Sample Letter of Authorization)



Long Distance Consolidated Billing
20 W. Washington St., Ste 6A
Clarkston, MI 48346
Phone: 866-438-4122 Fax: 800-519-1550

LETTER OF AGENCY

CONTACT INFORMATION

Account Name: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Physical Address: _____

City: _____ State: _____ Zip Code: _____

Contact Name: _____ Contact Number: _____

PROVISIONING INFORMATION

Number of Lines: _____ Business ☐ Residential ☐

Local Phone Co.: _____

Interstate Rate Plan: _____ cents/min. Intrastate Rate Plan: _____ cents/min.

Main Billing Telephone Number (BTN): _____

Working Numbers for Provisioning (WTNs): _____

(For additional lines attach separate sheet)

I hereby declare that I am authorized to select the long distance carrier for the number(s) set forth above, I also hereby authorize Long Distance Consolidated Billing to act as my agent in all matters relating to primary interchange carrier charges (including intraLATA and interLATA services) for such number(s). I understand that by signing this letter of agency, Long Distance Consolidated Billing, shall become my long distance carrier and that my current long distance carrier will no longer serve me. I also understand that I may incur a fee to switch my long distance to Long Distance Consolidated Billing. I further understand that I may designate only one carrier for any one appointment or selections concerning the telephone numbers listed above.

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

Long Distance Consolidated Billing Co.
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Exhibit C

(Biography and Resumes)

BIOGRAPHY

March 22, 2009

JAN M. LOWE

President – Long Distance Consolidated Billing Co.

NAME: Jan Marie Lowe

PLACE OF BIRTH: Detroit, MI, USA

FAMILY: Husband: Jeff; Children: Andrew and Kristin

HOBBIES: Deeply involved in children's school activities and traveling

CAREER DETAILS

1995 to Present: Long Distance Consolidated Billing -- Jan founded and became President of Long Distance Consolidated Billing Co. in December, 1995. Under her guidance, the company has grown from a relatively small start-up, to a company generating over \$4 million of revenue per year and over 11,000 business customers.

1990 to 1995: Premier Marketing Company – Jan was co-founder and partner of Premier Marketing Co. located in Bingham Farms, Michigan. In that role she was responsible for all non-sales functions including Client Services, Finances and Daily Operations generating 3 million in revenue.

1980 to 1989: U.S. Sprint – Jan held a number of key positions at Sprint, culminating in her appointment as Manager of Telemarketing Support, reporting directly to the Vice President of Telemarketing. In this position, she was responsible for telemarketing sales activity for both Business outbound calling and Residential inbound calling generating over 1 million sales annually. These responsibilities included national media coverage and center-specific geographic requirements for each center.

OTHER ACTIVITIES

- Church organist at Warren Missionary Baptist Church for 21 years
- Coordinated athletic booster club efforts at Rochester Hills Christian School
- Assistant Girls soccer coach for two years at Rochester Hills Christian School
- Active member of the Clarkston Chamber of Commerce
- Active investor in real estate
- Enjoys boating, traveling and a Detroit Pistons' fan.

April L Copeman

5468 Williamson St

Clarkston, MI 48346

Home: 1-248-623-6317

Cell: 1-248-818-0729

EDUCATION

Florida Bible College

Graduated – May 1975

Oakland Comm. College

BA Bible

Minor Theology

General Studies

JOB OBJECTIVE

To seek a job position in which my skills are utilized to their fullest potential and which also allows for career advancement.

WORK EXPERIENCE

Long Distance Consolidated Billing – open mail, bank deposits, phones, filing, Regulatory and Notary.

Children's Ark – ran the summer program for grades 1st – 5th. Head care giver for one year olds and able to work ay room in the daycare.

Springfield Christian Academy – Teacher – 7th grade Life Science, Geography and typing, 8th grade Earth Science and Michigan History, Combined 7th and 8th grade Girls Bible one year and the next year Bible Quizzing. 9th – 12th Business writing and Speech. Helped set up and organize Jr. High and High School MACS entries in science and speech. Class sponsor for one of the classes – help with fundraisers for their future senior trip.

Substitute Teacher – Preschool – 12th grade, could substitute for any class. Once was a full time sub for 6 months for 2nd grade for 18 students.

51st District Court - 6 months in the Criminal Division pulling the daily docket, mail, phone and working the counter. Transferred to the Civil Division started new files for Small Claims, Landlord Tenants and General Civil, phone, counter work and computer work.

Clarkston School District – English Second Language or ESL – teaching children from different countries English. Responsible for modifying lessons to fit within the child's learning ability while teaching them basic English. Work was done both with individual students and in group sessions. **2nd Grade Learning Aide** – working with the children in a specific classroom and giving aide to the teacher wherever she needed the help. **Building Aide** - helped in the kitchen to prepare lunches and 5th grade recess duty which included monitoring students on the playground or in the classroom. **Substitute** – worked every building and performed the job that was needed to be done from aide work to after school care.

John M. Packer and Associates – Unemployment Specialist – responsible for analyzing and protesting claims with the Michigan Employment Security Commission on behalf of 600 clients – setting up and organizing clients' files – typing and filing legal documents with the MESC – training and managing clerical positions – help to switch present filing system of clients over to a computer based system – transcribed dictation and operated a 10-line telephone system.

William Beaumont Hospital – Midnight Clerk – registered patients upon their arrival – answer phones – locate attending doctor by phone – patient billing and general duties asked to do by nurses or doctors.

WORK HISTORY

Long Distance Consolidated Billing

Started – December 4, 2006 – present

20 W. Washington Street Ste 6A

1-248-625-3245

Supervisor: Jan Lowe

Position: Secretary from 12/4/2006

Administrative Manager 3/2008 –

present

**Children's Ark Learning & Childcare
2006**

Started – June 2005 – December 4,

8731 Dixie Hwy

1-248-625-2270

Supervisor: Thea Thompson

Position: Day care worker

Springfield Christian Academy

Started – August 2004 - May 2006

8585 Dixie Hwy

1-248-625-9760

**Supervisor: Mr. Pat Wagner
plus**

Position: 7th and 8th grade teacher

Some High school grades

Started – August 2003 – May 2004

Position: Substitute Teacher – all grades

Worked – Sept 1995 – May 1997

Position: Permanent Sub in 1996/97 for 2nd

grade

51st District Court of Waterford

5200 Civic Center Dr.

2002

2003

Started – Feb 2002 – March 2003

1-248-674-4655

Position: Criminal Division – Feb 2002 – July

Civil Division – July 2002 – March

All Clarkston Elementary,

Both Middle Schools

Principal at Pine Knob El: KC Leh

Started – August 1999 – Jan 2002

1-248-623-3900

Position: ESL Aide – Kind. – 8th grade

Andersonville Elementary

10350 Andersonville Rd

Started – August 1997 – August 1999

1-248-623-5200

Position: Learning Aide 2nd Grade

Building Aide – 1st – 5th grade

Clarkston Community Schools`

Cafeteria,

Started – Jan 1993 – Jan 2002

Positions: Funshine Preschool Sub,

Building Aide, Classroom Aide, and

Kids Connection Sub.

Special needs program at CL Elem.

John M. Packer & Associates

41850 W 11 Mile Rd Ste 205

Started – June 1977 – July 1985

Sept. 1986 – June 1991

Novi, MI 48375

1-800-482-2971

Supervisor: John M. Packer

Position: Unemployment Specialist

William Beaumont Hosp – Royal Oak Started – July 1985 – Nov. 1986

13 Mile Road – Royal Oak
midnights

Position: Emergency Room Clerk –

GENERL INFORMATION

PTA volunteer: Pine Knob Elementary President 1998/99, Council President 1998/99, Pine Knob Treasurer 1997/98, Council Treasurer 1996/97

Pine Knob School Volunteer: Fair Coordinator 1995 and 1996, Silent Auction Co-chair 1997, Reflection Chairperson for PTA 1995 and 1996, Odyssey of the Mind Parent leader 1997, Risso Room Committee Head 1994 (running everything for all the teachers), Yearbook Photographer 1995 and Council Photographer for PTA 1996 and 1997, Holiday Shop Chairperson 1996, Co-chair Spirit weeks 1996 & 1997, Junior Great Book Leader for 3rd & 4th grade 1995 – 1997, Girl Scout Co-leader from 1996 – 2003.

Church: Awana program, Chums leader, Sunday school worker, nursery and substitute teacher, Head up garage sale for missionary trips 2000 – 2008, work on the outreach programs

Notary Public for the State of Michigan

HARDWARE AND SOFTWARE KNOWLEDGE

Judicial Information System (JIS on the computer for the court system), Certified for Lien system at the court, Windows XP, Excel, 10 line phone system, typewriter, photocopier, mimeograph machine, punch & bind machine, postage meter, Dictaphone, cash register, risso machine and IBM PC

6119 28th S.E. Ste 2E
Grand Rapids, Michigan 49546

Voice 616.956.5101
Facsimile 616.956.5104
wvploeg@iserv.net

William A. VanderPloeg

Current Position

President, Union Worker Communications, Inc. (UWCi)

2003-Present

UWC

Grand Rapids, MI

President

Providing long distance services to business customers in Michigan.

Billing, Customer Service, Marketing Support Services

General Telecommunications Services Provided for LDCB, Clarkston, Michigan

1999-2002

Alliance Group Services, Inc. Westport, Conn.

Wholesale Network Sales/Service

Managed Retail Base Acquisitions

Contract negotiation / sales of AT&T Network Connection to LD Resellers and Competitive Local Exchange Carriers

1990-1998

The Furst Group, Inc.

Shamong, New Jersey.

Involved with company from startup, involved with growth of company to Sales \$100 M.

Account Sales, Sales Agent manager

Vice President Sales and Marketing 1993-1996.

Vice President Wholesale 1996 -1998

1975 -1990 Self Employed General Family Farming Operation Ada, Mich.

1972-1974 Central College, Pella, Iowa and Univ. of Iowa,

Long Distance Consolidated Billing Co.
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Exhibit D

(Underlying Carrier Invoices)



JAN LOWE
7431 LAKE FOREST DR
CLARKSTON, MI 48346-2571

Page: 1
Billing Period Ending: 6/07/08
Invoice Date: 6/08/08
Customer Number: 451210611

Summary of Charges

Balance Forward	Account Adjustments	SPRINT Charges	Taxes, Surcharges and Fees	Current Total	Amount Due By 7/01/08
\$0.00	\$0.00	\$1.62	\$0.22	\$1.84	\$1.84

Important Information from Sprint:



Now you can stay up to date on the newest calling plans and rates via e-mail! Sign up at www.sprint.com/member to receive special offers and announcements available only to Sprint members and tailored specifically to your interest.



Ensure your great Sprint rates also move to your new home. Always advise Sprint of changes in address or telephone. Please contact Customer Service at the number listed on the bottom of your invoice.



Check your account balance, your month-to-date usage or review Sprint FONCARD(SM) dialing instructions 24 hours a day on our automated system. Using a touchtone phone, call our toll-free number at the bottom of your invoice.

If you have any questions about your invoice, please call Customer Service at 1-800-877-4646, or visit us at <http://www.sprint.com>.

LONG DISTANCE CONSOLIDATED BILLING CO
20 W WASHINGTON ST STE 6A
CLARKSTON, MI 48346
923269942-00001-00001-00001

INVOICE SUMMARY

PAGE: 2
ACTIVITY THROUGH: 04/30/08
INVOICE ACCOUNT ID: 923269953
INVOICE DATE: 05/07/08
INVOICE NUMBER: 9232699530804

CHARGE DESCRIPTION	CHARGES	CREDITS
--------------------	---------	---------

USAGE CHARGES	\$34,596.87	
INTRASTATE	62,351.52	
INTERSTATE	424.64	
CANADA	433.53	
MEXICO	769.90	
OTHER INTERNATIONAL	243.00	
DIRECTORY ASSISTANCE	0.26	
DATABASE QUERY SURCHARGE	1.65	
PAY PHONE SURCHARGE	2,954.40	
LEC CRP	\$101,774.77	
TOTAL USAGE CHARGES		
DISCOUNTS		\$50,133.16
DISCOUNT 2		\$50,133.16
TOTAL DISCOUNTS		
NON-USAGE CHARGES	\$5.00	
SERVICE FEES	10.00	
FEATURES	\$15.00	
TOTAL NON-USAGE CHARGES	\$2,958.63	
TOTAL REGULATORY RELATED CHARGES		
TOTAL CURRENT MONTH CHARGES	\$54,645.24	
BALANCE FROM LAST STATEMENT	\$105,887.67	53,400.61
PAYMENT RECEIVED BY 05/01/08		0.00
INVOICE ADJUSTMENTS	0.00	
LATE PAYMENT CHARGES		

TOTAL AMOUNT DUE UPON RECEIPT	\$107,102.30
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IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL YOUR ACCOUNT ANALYST.

- 52,487.06 pd

54,615.24

LONG DISTANCE CONSOLIDATED BILLING CO
20 W WASHINGTON ST STE 6A
CLARKSTON, MI 48346
923269942-00001-00001-00001

INVOICE SUMMARY

PAGE: 2
ACTIVITY THROUGH: 03/31/08
INVOICE ACCOUNT ID: 923269953
INVOICE DATE: 04/07/08
INVOICE NUMBER: 9232699530803

CHARGE DESCRIPTION

CHARGE

CREDIT

USAGE CHARGES

INTRASTATE	\$32,719.17
INTERSTATE	61,758.29
CANADA	347.26
MEXICO	483.36
OTHER INTERNATIONAL	861.86
DIRECTORY ASSISTANCE	223.74
FONCARD SURCHARGE	2.45
DATABASE QUERY SURCHARGE	0.26
PAY PHONE SURCHARGE	0.55
LEC CAP	2,765.04
TOTAL USAGE CHARGES	\$99,161.78

DISCOUNTS

DISCOUNT 2
TOTAL DISCOUNTS

649,730.75
\$49,730.75

NON-USAGE CHARGES

SERVICE FEES
FEATURES
TOTAL NON-USAGE CHARGES
TOTAL REGULATORY RELATED CHARGES

\$5.00
10.00
\$15.00
\$3,041.03

TOTAL CURRENT MONTH CHARGES

\$52,487.06

BALANCE FROM LAST STATEMENT

PAYMENT RECEIVED BY 04/01/08
INVOICE ADJUSTMENTS
LATE PAYMENT CHARGES

\$111,958.00

58,557.39
0.00

TOTAL AMOUNT DUE UPON RECEIPT

\$165,897.67

IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL YOUR ACCOUNT ANALYST.

53,400.61 pd

52,487.06

LONG DISTANCE CONSOLIDATED BILLING CO
20 W WASHINGTON ST STE 6A
CLARKSTON, MI 48346
923269942-00001-00001-00001

INVOICE SUMMARY

PAGE: 2
ACTIVITY THROUGH: 02/29/08
INVOICE ACCOUNT ID: 923269953
INVOICE DATE: 03/07/08
INVOICE NUMBER: 9232699530802

CHARGE DESCRIPTION	CHARGES	CREDITS
USAGE CHARGES		
INTRASTATE	\$32,360.05	
INTERSTATE	64,469.10	
CANADA	427.04	
MEXICO	553.37	
OTHER INTERNATIONAL	986.05	
DOMESTIC TERMINATION	308.88	
DIRECTORY ASSISTANCE	232.48	
FORWARD SURCHARGE	72.02	
DATABASE QUERY SURCHARGE	0.29	
LEC CAP	2,750.58	
TOTAL USAGE CHARGES	\$102,159.86	
DISCOUNTS		
DISCOUNT 1		\$0.58
DISCOUNT 2		51,910.05
TOTAL DISCOUNTS		\$51,910.63
NON-USAGE CHARGES		
SERVICE FEES	\$5.00	
FEATURES	10.00	
TOTAL NON-USAGE CHARGES	\$15.00	
TOTAL REGULATORY RELATED CHARGES	\$3,136.38	
TOTAL CURRENT MONTH CHARGES	\$53,400.61	
BALANCE FROM LAST STATEMENT	\$108,941.25	
PAYMENT RECEIVED BY 03/02/08		50,383.86
INVOICE ADJUSTMENTS		0.00
LATE PAYMENT CHARGES	0.00	
TOTAL AMOUNT DUE UPON RECEIPT	\$111,958.00	

IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL YOUR ACCOUNT ANALYST.

- 58,557.39 pd
53,400.61

LONG DISTANCE CONSOLIDATED BILLING CO
20 W WASHINGTON ST STE 6A
CLARKSTON, MI 48346
923269942-00001-00001-00001

INVOICE SUMMARY

PAGE: 2
ACTIVITY THROUGH: 01/31/08
INVOICE ACCOUNT ID: 923269953
INVOICE DATE: 02/07/08
INVOICE NUMBER: 9232699530801

CHARGE RECAPITULATION

USAGE CHARGES

INTRASTATE	\$35,738.01
INTERSTATE	73,203.63
CANADA	413.36
MEXICO	755.31
OTHER INTERNATIONAL	983.24
DIRECTORY ASSISTANCE	245.15
DATABASE QUERY SURCHARGE	0.20
LEC CAP	3,011.33
TOTAL USAGE CHARGES	\$114,350.23

DISCOUNTS

DISCOUNT 2	\$58,958.60
TOTAL DISCOUNTS	\$58,958.60

NON-USAGE CHARGES

SERVICE FEES	\$5.00
FEATURES	10.00
TOTAL NON-USAGE CHARGES	\$15.00
TOTAL REGULATORY RELATED CHARGES	\$3,180.76

TOTAL CURRENT MONTH CHARGES	\$58,587.39
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BALANCE FROM LAST STATEMENT

PAYMENT RECEIVED BY 02/01/08	\$105,776.83	
INVOICE ADJUSTMENTS		55,422.97
LATE PAYMENT CHARGES	0.00	0.00

TOTAL AMOUNT DUE UPON RECEIPT	\$108,941.25
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IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL YOUR ACCOUNT ANALYST.

- 50,383.84 pd

158,557.39

LONG DISTANCE CONSOLIDATED BILLING CO
20 W WASHINGTON ST STE 6A
CLARKSTON, MI 48346
923269942-00001-00001-00001

INVOICE SUMMARY

PAGE: 2
ACTIVITY THROUGH: 12/31/07
INVOICE ACCOUNT ID: 923269953
INVOICE DATE: 01/07/08
INVOICE NUMBER: 9232699530712

CHARGE DESCRIPTION	CHARGES	CREDITS
USAGE CHARGES		
INTRASTATE	\$30,081.40	
INTERSTATE	60,312.69	
CANADA	370.39	
MEXICO	552.50	
OTHER INTERNATIONAL	2,679.77	
DIRECTORY ASSISTANCE	245.77	
DATABASE QUERY SURCHARGE	0.20	
LEC CAP	2,459.23	
TOTAL USAGE CHARGES	\$95,701.95	
DISCOUNTS		
DISCOUNT 2		\$48,573.93
TOTAL DISCOUNTS		\$48,573.93
NON-USAGE CHARGES		
SERVICE FEES	\$5.00	
FEATURES	10.00	
TOTAL NON-USAGE CHARGES	\$15.00	
TOTAL REGULATORY RELATED CHARGES	\$3,210.84	
TOTAL CURRENT MONTH CHARGES	\$50,353.86	
BALANCE FROM LAST STATEMENT	\$121,199.38	
PAYMENT RECEIVED BY 01/01/08		65,776.41
INVOICE ADJUSTMENTS		0.00
LATE PAYMENT CHARGES	0.00	
TOTAL AMOUNT DUE UPON RECEIPT	\$105,776.83	

IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL YOUR ACCOUNT ANALYST

- 55,422.97

\$ 50,353.86



LONG DISTANCE CONSOLIDATED BILLING
Account # 74924835
Phone # 248-822-2848

Bill Summary

Previous Balance	\$5,150.25
Payment(s) Received, Thank You	\$-5,150.25
Balance Forward	\$0.00
Current Charges	
Current Gross Charges	\$10,227.97
Government Fees & Taxes	\$22.03
Other Fees & Monthly Charges	\$2.47
Current Net Charges	\$10,252.47
Amount Due	\$10,252.47

Invoice Contents	Starts on Page
Account Summaries	
Your Account Balance	3
Service Summary	4
12-Month Review of Spending	5
Custom Reports	6
Service Detail	21

May 15, 2005
Invoice 225476151
Billing Cycle: 55-143 Page 1 of 2

Contact Qwest

- Qwest values its wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-486-7447.
- For service support or sales information, please call our Carrier/Reseller Support Team at 1-866-874-6790.

00894 1/11



LONG DISTANCE CONSOLIDATED BILLING

Account # 74924835
Phone # 248-922-2848

Bill Summary

Previous Balance	\$8,099.50
Payment(s) Received, Thank You	\$-1,821.50
Adjustments To Previous Balance	\$-4,532.75
Balance Forward	\$-354.75
Current Charges	
Current Gross Charges	\$8,501.53
Government Fees & Taxes	\$12.06
Other Fees & Monthly Charges	\$1.41
Current Net Charges	\$8,515.00
Amount Due	\$8,160.25

Invoice Contents

Account Summaries	Starts on Page
Your Account Balance	3
Service Summary	5
2-Month Review of Spending	6
Custom Reports	7
Service Detail	20

April 15, 2006

Invoice #20875338

Billing Cycle 55-142

Page 1 of 20

Contact: Qwest

- Qwest values its wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-486-7447.

- For service support or sales information, please call our Carrier/Reseller Support Team at 1-866-874-6790.

14091 1/11

LONG DISTANCE CONSOLIDATED BILLING

Account: 74924835

Phone: 248-922-2848

March 15, 2008

Invoice: 914666996

Billing Cycle: 55-141

Previous Balance	
Payment(s) Received - Thank You	4,033.35
Balance Forward	-4,033.35
Current Charges	
Current Gross Charges	5,961.69
Government Fees and Taxes	133.19
Other Fees & Monthly Charges	4.62
Current Net Charges	\$6,099.50

Please fold here, tear here and return this portion with your payment

Qwest

Spirit of Service

To change your
billing address
call us at 888-
496-7447

Invoice Number
Account Number
Amount Due

914666996
74924835
\$6,099.50

Amount Paid: \$1821.50

Payment Due for New Charges:
April 14, 2008
unless your contract states otherwise.

LONG DISTANCE CONSOLIDATED BILLING

ATTN: Jan Lowe
20 W Washington
Suite 6a
Clarkston, MI 48346

Please Send Payment to:

QWEST
Wholesale Services
P.O. Box 856184
Louisville, KY 40285-6184

091466699607492483510022000060995000006099504

The information above is not intended to be used as the paper remittance document. Use of the above as an actual payment may delay the processing.



April 7, 2008

Mr Bill Vanderploeg
Long Distance Consolidated Billing
20 W Washington, #6A
Clarkston, MI 48346

RE: Billing Resolution

Dear Mr Vanderploeg,

This letter is to notify Long Distance Consolidated Billing that the following credit request has been approved to your account:

- Account: 74924835
- Billing Ticket: 10301109
- Amount Issued: \$4279.50
- Disputed Amount: \$4278.00
- Amount Issued Period: 11-15 & 12-15-07 bill & 1-15-08 bill

This adjustment is for the multi-line business charge of \$1.50 per line that was billed. This charge is \$0.00 per Exhibit F2 Plus contained in your Wholesale Services Agreement executed on 4-24-07.

The adjustment above has been applied as of April 7, 2008 and will appear on your next invoice for the amount listed above. This issue is now considered to be closed and all applicable credits applied.

Thank you.

Alan Pautz
Billing Adjuster-Wholesale
303-672-2796



LONG DISTANCE CONSOLIDATED BILLING
Account # 74924835
Phone # 248-922-2848

Bill Summary

Previous Balance	\$5,698.31
Payment(s) Received, Thank You	\$-6,698.31
Balance Forward	\$0.00
Current Charges	
Current Gross Charges	\$3,943.53
Government Fees & Taxes	\$85.80
Other Fees & Monthly Charges	\$3.02
Current Net Charges	\$4,032.35
Amount Due	\$4,032.35

Invoice Contents

Account Summaries	Starts on Page
Your Account Balance...	3
Service Summary	5
3-Month Review of Spending	6
Custom Reports	7

February 15, 2008
Invoice 805802166
Billing Cycle 55-140

Page 1 of 15



Contact Qwest

- Qwest values its wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-496-7447.
- For service support or sales information, please call our Carrier/Reseller Support Team at 1-866-874-8790.

FEB 22 2008

11332 1/8



LONG DISTANCE CONSOLIDATED BILLING

Account # 74924835
Phone # 248-922-2848

Bill Summary

Previous Balance	\$3,180.84
No Payments Received	
Balance Forward	\$3,180.84
Current Charges	
Current Gross Charges	\$3,465.18
Government Fees & Taxes	\$40.88
Other Fees & Monthly Charges	\$1.42
Current Net Charges	\$3,507.47
Amount Due	\$6,698.31

3,180.84 pd
3,507.47

**Invoice Contents
Account Summaries**

Starts on Page

Your Account Balance	2
Service Summary	5
12-Month Review of Spending	6
Custom Reports	7
Service Detail	19

January 15, 2008
Invoice 898357374
Billing Cycle: 55-139 Page 1 of 36



Contact Qwest

- Qwest values its wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-486-7447.
- For service support or sales information, please call our Carrier/Reseller Support Team at 1-866-879-6790.

07185 1/18

JAN 22 2008



LONG DISTANCE CONSOLIDATED BILLING
Account # 74924835
Phone # 248-922-2848

DEC 26 2007

Bill Summary

Previous Balance	\$3,283.35
Payment(s) Received, Thank You	\$3,283.35
Balance Forward	\$0.00
Current Charges	
Current Gross Charges	\$3,159.27
Government Fees & Taxes	\$30.75
Other Fees & Monthly Charges	\$0.82
Current Net Charges	\$3,190.84
Amount Due	\$3,190.84

Invoice Contents	Starts on Page
Account Summaries	
Your Account Balance	3
Service Summary	5
12-Month Review of Spending	6
Custom Reports	7
Service Detail	7

December 15, 2007
Invoice 290697405
Billing Cycle: 55-38 Page 1 of 34

Contact Qwest

Qwest values its wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-488-7447.

For service support or sales information, please call our Carrier/Reseller Support Team at 1-866-874-2750.

Credits
\$4227.00

1429.50 Access Charge Nov
1233.50
1429.50 12/28/07 Service

03554 1/17

UWC*Union Worker Communications*

Account: 8882293900 LDCE - MINNESOTA

Statement Date: 01/01/2008

If you have any questions, please contact Customer Service at 877-202-7959 OR 616-956-3257 M-F 8-5 EST.

You can now receive your UWC long distance bill via email, contact Customer Service for more details.

Need a calling card or a personal 800 number? Contact Customer Service today to get yours.

Total Minutes: 1521.2

Total Long Distance Charges: \$ 61.40

Federal Tax \$ 0.00

Local & State Tax \$ 3.99

PICC Fee \$ 0.00

USF Fee \$ 6.70

Total Charges: \$ 72.09

Previous Balance \$ 70.51

Payments:

12/17/2007

Thank you for your December payment

\$ 70.51

Balance Due

\$ 72.09

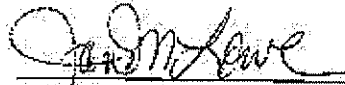
Long Distance Consolidated Billing Co.
Docket No. 09-00028
Response to Data Request
April 3, 2009

Exhibit E

(Officer Statement)

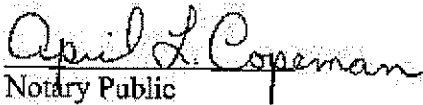
Statement

I, Jan M. Lowe, President of Long Distance Consolidated Billing Co. ("LDCB"), do hereby affirm that LDCB will adhere to all applicable state, federal, and Tennessee Regulatory Authority laws and rules.



Jan M. Lowe, President
Long Distance Consolidated Billing Co.

Sworn to and subscribed before me this 3rd day of April, 2009


Notary Public

My Commission Expires:

Nov. 3, 2013

